



51st External Assessors Training Report (08th-13th June 2026)

51st External Assessors Training Report



51st Batch of National External Assessors' Training on National Quality Assurance Standards

Organized by

National Health Systems Resource Centre, New Delhi

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INTRODUCTION

Providing quality of care in public healthcare facilities is a key priority of the Ministry of Health & Family Welfare. The National Quality Assurance Standards (NQAS) provide a structured framework to assess and improve healthcare services across the country.

To implement this effectively, the National Health Systems Resource Centre (NHSRC), New Delhi, conducts the NQAS External Assessors' Training to build a pool of qualified & skilled professionals, who can evaluate the public health facilities and provide support to the States/UTs in meeting the targets of quality certification by MoHFW, Govt. of India.

The External Assessor Training (EAT) is accredited by the International Society for Quality in Healthcare (ISQua) and ensures that assessors are well-versed in assessment methodologies, scoring systems, and reporting protocols.

The 51st National External Assessors' Training, held from, 08th June 2026-13th June 2026, was designed to equip participants with the necessary knowledge and skills to execute objective and standardized assessments under NQAS.

The assessor's pool is managed by the Certification Unit of QPS division, NHSRC. The number of annual trainings is decided based on the estimation of assessor requirements for the conduct of National assessments and Quality certification of public health facilities. As the program is for the public health system, professional clinicians, health administration, and nursing professionals from the public health system are encouraged to undertake this training. Interested candidates working in the field of Quality healthcare in Private organizations are also allowed to participate in the training.

The 51st batch of EAT was planned for participants from the non-government sector. Applications are invited from interested professionals who meet the essential and desirable qualification and experience criteria mentioned in the Operational Guidelines for Improving Quality Assurance in Public Healthcare Facilities. The capacity of each batch of EAT is kept between 60 to 65 participants.

A pre-training orientation session was also designed for the nominated candidates in online mode. The session was planned two days before the scheduled training and online resource materials were shared with all the nominated participants so that they are acquainted with the terminology of the NQAS and different requirements to become empaneled assessor of NHSRC.

A total of 62 participants from different states and UTs were selected as per the criteria mentioned (***The list is attached as Annexure A***). The training followed a participatory approach, and attendees were divided into eight groups, ensuring a balanced mix based on gender, geographical representation, and organizational background. (***Group distribution is attached as Annexure B***)

At the end of each day, online feedback was collected from participants to determine the effectiveness of the sessions and the level of participant engagement. Group performance was also assessed by moderator based on their participation in daily group exercises. (***Day wise scoring is attached as Annexure C***)

On the 4th Day under the leadership of senior consultant a role play was organized depicting the importance of evidence generation & recording were demonstrated.

On 5th day of the training, a field visit to 12 Ayushman Arogya Mandir- Sub Health Centre (AAM- SHC) in Haryana and Uttar Pradesh was organized. It allowed participants to apply their learning of assessment methods and scoring systems in real-time scenarios.

On the sixth, final day, a written post-training evaluation was conducted as per the schedule. Participants, who scored 70% and above were empaneled as External Assessors for a period of 3 years. A total of 72 participants appeared for the examination, including 10 participants who did not qualify previously, reappeared for the exam. **(Annexure D)**

Only 50 participants qualified the post-training evaluation. **(The list is attached as Annexure E)**

This report provides an overview of this training, key takeaways, feedback and recommendations given by the participants for further improvement in subsequent training.

AIMS AND OBJECTIVES OF THE TRAINING

The training aims to strengthen the knowledge, skills, and assessment capacities of the participants to assess the public health facilities implementing the NQAS.

The specific objectives of the training are as follows:

- ❖ To create a pool of Qualified assessors for undertaking Quality assessments at the State and National level.
- ❖ To make prospective assessors aware of the Quality Assurance Standards for public health facilities.
- ❖ To equip participants with knowledge to conduct objective assessments of healthcare facilities against predefined standards.
- ❖ Understanding of Area of Concern-wise standards and measurable elements for different levels of healthcare facilities from AAM-SHC to District Hospital.
- ❖ To provide hands-on training and proficiency in using departmental assessment tools, assessment methods, and scoring.
- ❖ To ascertain the desired proficiency and competence of prospective assessors through objective evaluation and feedback.
- ❖ To instigate and strengthen the behavioral and attitudinal values of an assessor.
- ❖ To orient the participants about the code of conduct of the empaneled external assessor

METHODOLOGY

The six-day training program follows a mixed pedagogy approach, including lectures, interactive sessions, group exercises, role play and field visits.

A mix of methods was used for the 51st NQAS External Assessors' Training Workshop. They are as follows-

- a) PowerPoint presentations
- b) Brainstorming sessions
- c) Case studies, Group work and Group Presentation
- d) Questions and Answers
- e) Role play
- f) Practical Experiences from Field Visit

PRE-TRAINING ONLINE ORIENTATION

A pre-training online orientation session was organized two days before the scheduled training to help participants gain an initial understanding of the National Quality Assurance Standards (NQAS) framework. Resource materials were shared in advance with all nominated participants to support their preparation.

The QPS Team, conducted these online sensitization sessions on. The sessions were attended by candidates shortlisted for the training. The primary objective was to familiarize participants with the structure and key components of NQAS, including Areas of Concern, Standards, and Measurable Elements, ahead of the in-person training.

PRE-TRAINING PREPARATION

The six-day External Assessor Training program featured comprehensive sessions on Standards, Measurable Elements, Checkpoints, and all Areas of Concern as outlined in the Operational Guidelines for Quality Assurance in Public Health Facilities. Participants were divided into six groups to ensure a balanced mix of gender, geography, and educational background. Day-wise exercise workbooks were prepared and distributed to the participants on each day after the technical sessions. These interactive exercises encourage active participation, helping attendees to deepen their understanding, strengthen analytical skills, and build confidence for their future roles as External Assessors.

The following resource materials were distributed to the participants at the time of registration on day 1:

1. National Quality Assurance Standards for Public Health Facilities (2020)
2. Operational Guidelines for Improving Quality Assurance in Public Healthcare Facilities (2021)
3. Assessors' Guidebook for Quality Assurance in District Hospital Vol-I
4. Assessors' Guidebook for Quality Assurance in District Hospital Vol-II
5. Assessors' Guidebook for Quality Assurance in District Hospital Vol-III
6. Assessors' Guidebook for Quality Assurance in CHC
7. Assessors' Guidebook for Quality Assurance in PHC
8. Quality Standards for Urban Primary Health Centre
9. Assessors' Guidebook for Health & Wellness Centre (Sub-Centre)
10. Concept Note- NQAS
11. Integrated Checklist for CHC
12. Instructions regarding Training

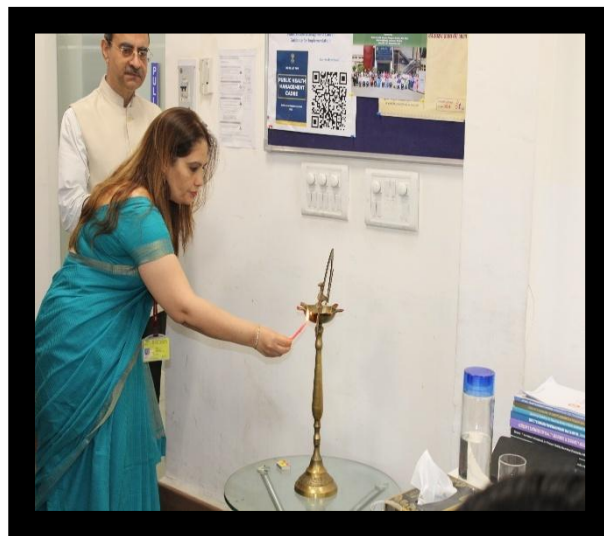
All the reading materials along with the required stationary items like a writing pad, pen, pencil, sharpener, eraser, sticky flags, and highlighter were handed over in a bag to the participants at the registration counter.

PRE-TRAINING EVALUATION

A pre-training evaluation on the National Quality Assurance Standards (NQAS) was conducted on 06th June 2026 prior to the commencement of the training in order to assess the baseline knowledge and understanding of participants. The evaluation included questions covering key components of NQAS such as Areas of Concern, Standards, and Measurable Elements. This exercise helped in identifying knowledge gaps and enabled the facilitators to tailor the training sessions accordingly, ensuring a more focused and effective learning experience for all participants. There was also an evaluation at end of the session to evaluate understanding of the participants.

INAUGURAL & WELCOME ADDRESS

The External Assessors' Training started with a Welcome address given by Dr. Rajiv Pathni, Advisor, Quality & Patient Safety Division (QPS), NHSRC. He outlined that the training aims to build capacity for assessing public health facilities against NQAS, reinforcing transparency, credibility, and evidence-based service improvements. He emphasized that the participants are expected to emerge not only as assessors but also as mentors and facilitators, contributing to a culture of quality and patient safety. He talked about the growing emphasis on raising the standard of healthcare at the federal and state levels of government. The importance of the NQAS accreditation in raising the caliber of healthcare facilities nationwide was emphasized. Followed by which the dignitaries inaugurated the training with lamp lighting ceremony, followed by inaugural address from the Chief Guest, **Dr. Pragya Sharma , Executive Director, NHSRC.**



She outlined that the training is an important step forward in our collective effort to strengthen the quality of care in public health facilities across India. I am especially encouraged to see a strong representation – 62 participants from private health sector and developments partners organization, which clearly reflects the growing commitment across the country toward institutionalizing quality in the healthcare delivery system.

After that, all participants introduced themselves and shared their expectations from the training. The members of the QPS team also introduce themselves. Following the introduction session, a Vote of Thanks to the dignitaries was delivered by Dr. Deepika Sharma, Lead Consultant, QPS, for their words of inspiration and encouragement. She expressed gratitude towards the QPS Division-NHSRC, Resource persons, and Admin team, the moderator, and the nominated participants for their time and efforts. The inaugural session was concluded by a **group photograph** and followed by technical sessions after the lunch break.



DAY 01:-08th JUNE 2026

Session 1.1: - Overview of Quality and Patient Safety in Public Health System

The first session of the Day 1 was on the “Overview of Quality and Patient Safety in Public Health System”

The session was delivered by Dr. Rajiv Kumar Pathni (Advisor QPS). He started with the requirement expected from the participants in the training as well as the appeal process in the system to make the training successful. His session aimed to build foundational understanding, create awareness on quality and patient safety, and orient participants towards the structure, implementation, and significance of NQAS as a key driver for improving healthcare quality in India.

Dr. Rajiv Kumar Pathni provided an overview of the quality in Public Health System in India, and gave details on comprehensive orientation on quality of care and patient safety within the public health system in India. It begins by establishing the importance of quality and patient safety, emphasizing the significant burden of preventable deaths due to poor quality of care and positioning quality as a critical determinant of health outcomes.

He emphasized the critical burden of preventable deaths due to poor quality of care, positioning quality as a determinant of health outcomes, and highlighted the need for improvement through NQAS standards. He traced the historical journey of quality assurance, explained the Donabedian Model of Quality of Care, and clarified its application across DH, CHC, PHC, UPHC, and AAM-SC facilities. The session also covered ISQua Accreditation of NQAS, assessor training norms, observer ship protocols, and empanelment/de-empanelment criteria, orienting participants to their potential role as trained NQAS assessors in strengthening healthcare quality.

In this session, participants were also briefed about the observer ship norms for candidates having limited exposure to the public health system, empanelment protocols, and de-empanelment criteria.



Session 1.2: Introduction to NQAS and Area of Concerns

Dr Deepika Sharma (Lead Consultant- SDU, QPS) took the second session on Introduction to NQAS and Area of Concerns. The session aimed to provide participants with an overview of the National Quality Assurance Standards (NQAS), its architecture, and the intent behind the defined areas of concern. She explained the anatomy of the NQAS checklist, covering standards, measurable elements, checkpoints, and the scorecard system. She highlighted how the Donabedian Model of Quality of Care has been embedded into NQAS, focusing on structure, process, and outcome. To deepen understanding, she discussed all eight areas of concern using case scenarios, enabling participants to grasp the practical application of standards, measurable elements, and checkpoints in facility assessments. The session emphasized both conceptual clarity and practical orientation, preparing participants to effectively interpret and implement NQAS requirements.



Session 1.3: Measurement Systems under National Quality Assurance Standards

The Third technical session of Day 1 was taken by Ms. Vinny Arora, Lead Consultant-QPS. The session's objectives were to familiarize participants with the layout and design of NQAS, explain the different methods of assessment, and clarify the scoring system. She guided participants through the anatomy of the checklist, elaborating on the areas of concern, standards, measurable elements, checkpoints, and the scorecard. She provided an overview of departmental checklists tailored for different levels of healthcare facilities and used case scenarios to illustrate scoring norms, thereby enhancing clarity. Additionally, she briefed participants on the various assessment methods, emphasizing that these can be applied individually or in combination to evaluate compliance and reach conclusions during NQAS assessments. The session offered both structural and practical insights, equipping participants with a clear understanding of how to apply NQAS tools in facility evaluations.



Session 1.4: Exercise on Intent of Area of Concern

In the latter part of Day 1, all participants were divided into eight groups of seven members each for structured group work and exercises. Each group was mentored by a Consultant from the QPS division, who acted as a moderator to oversee and guide the activities. The participants were explained the purpose and methodology of the exercises, which were designed to reinforce comprehension and application of the concepts covered earlier in the day. The exercises included both objective formats such as MCQs, true/false statements, fill-in-the-blanks, and match-the-

following, as well as subjective tasks like identifying standards and measurable elements, and assessing compliance through case studies. Participants worked individually within a time-bound framework, followed by group discussions to clarify doubts and consolidate learning. The exercises were attempted in the Day 1 workbook, with moderators submitting group scores to the training coordinator. Importantly, the group exercise scores carried weightage in the final post-training evaluation, ensuring that active participation and applied understanding contributed to overall assessment outcomes.



DAY 2 : 09th June 2026

The 2nd day of training started with a recap of the sessions from Day 1; Ms. Kajal Jumnani, Consultant, QPS, briefed the participants on the learnings/ takeaway lessons from the previous day's sessions for ease of understanding of the participants.

Session 2.1: - Area of Concern-B (Patient Rights)

Dr. Abhay Dahiya, Senior Consultant QPS, delivered the first session of Day 2 on Area of Concern-B (Patient Rights), where he elaborated on the standards and measurable elements linked to patient rights and their alignment with provider responsibilities. He highlighted the crucial role of public healthcare workers in educating patients about their rights and responsibilities, ensuring clarity regarding the services offered in healthcare facilities. The session further addressed the applicability of patient rights standards across different levels of primary as well as secondary healthcare facilities and explained how compliance with these standards can be systematically assessed, reinforcing the importance of patient-centered care within quality assurance framework.



Session 2.2: - Overview of Ayushman Arogya Mandir, Sub Health Centre (AAM SHC)

The second session was taken by Dr. Anuradha Jain, Advisor CP-CPHC on Overview of Ayushman Arogya Mandir - Sub Health center and its scope of services. She briefed on how AAM-SHC is meeting the requirement for Sustainable Development Goal 3.8. What are the requirements for Universal Health coverage, and how AAM-SHC is fulfilling the Comprehensive Primary Health care needs of the society. She also briefed about how AAM-SHC provides services for illness to wellness strategy. Community ownership through different structures and activities being promoted in AAM-SHC was also discussed during this session. Also briefed about the 7 services package and 5 expanded packages of AAM-SHC. During this session, requirements of NQAS as per the applicable standards were also discussed, and how the compliances of the standards need to be assessed during national-level assessments.



Session 2.3: Area of Concern-C (Inputs)

Dr. Amrita, Consultant, QPS Division conducted the session on Area of Concern-C (Inputs), focusing on the importance of infrastructure, human resources, equipment, drugs, and supplies in ensuring service readiness under NQAS. She highlighted how gaps in inputs directly affect process quality and outcomes, guided participants on using the checklist for assessing adequacy, and reinforced the need for proper documentation and evidence-based verification. The session strengthened understanding of measurable elements, linked inputs to patient safety, and provided strategies to address common challenges.



Session 2.4: Area of Concern-D (Support Services)

Dr. Vineeta Dhankar, Senior Consultant QPS, introduced the session on Area of Concern-D (Support Services), by referring it to an iceberg, underscoring how these foundational services are often overlooked in public healthcare despite their critical role in hospital operations. She explained the direct and indirect impact of neglecting support services on patient care, citing examples such as inadequate facility upkeep and equipment failure. The session provided a detailed overview of the 12 standards under support services—including statutory requirements, contract services, laundry, dietary services, finance and inventory management, facility maintenance, power backup, and equipment calibration—while emphasizing their relevance and applicability across different levels of healthcare facilities



Session 2.5: Area of Concern E, E1-E9 (General Clinical Services)

Dr. Neeraj Gautam, Senior Consultant-QPS, conducted the fifth session of the day, providing an overview of Standards E1-E9 along with their measurable elements and checkpoints across different levels of healthcare facilities. He explained the assessment methodology with practical examples under each standard, thereby equipping participants with clarity on how to conduct evaluations effectively and apply the standards in real-world scenarios.



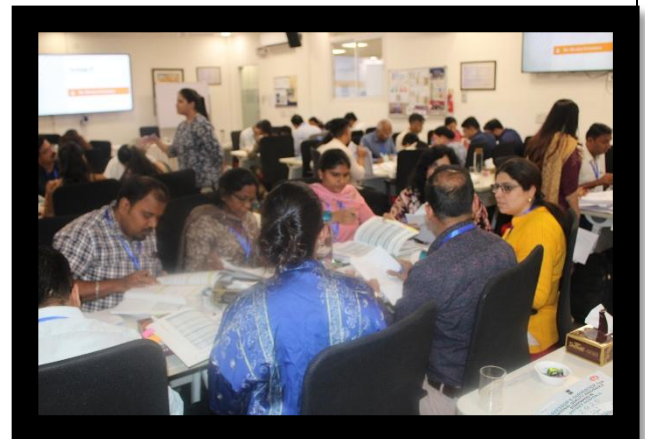
Session 2.6: Area of Concern- F (Infection Control)

Dr. Siddhi Dhond, Consultant-QPS, led the session on Infection Control, emphasizing the recommended policies and procedures that public health facilities must adopt to strengthen service quality. She outlined how infection control strategies are implemented and assessed within the NQAS checklist, covering key areas such as monitoring nosocomial infections, adherence to hand hygiene practices, compliance with personal protection protocols, safe handling of equipment, proper biomedical waste management, and maintaining environmental controls—all of which are critical to ensuring patient safety and effective service delivery.



Session 2.7: Exercise & Discussion with moderator

On Day 2, participants undertook two structured exercises based on the earlier session, working collaboratively within their respective groups under the guidance of moderators. They discussed the questions, submitted their responses, and were scored by the moderators, ensuring active engagement, peer learning, and evaluation of comprehension through group performance. Additionally, spotting slides were presented to highlight gaps, enabling participants to practice identifying non-compliances and linking them to relevant standards. This exercise reinforced their ability to assess gaps systematically and relate observations to the NQAS framework.



DAY 3 : 10th June 2026

The 3rd day of training started with a recap of the sessions conducted on Day 2, by Dr. Priyam Deb, Consultant, CU (QPS), NHSRC. He recapitulated the key learnings of the previous day's sessions.

Session 3.1 Overview of Quality Management Systems

Dr. Arpita Aggarwal, Senior Consultant – QPS, conducted a session on assessing the Quality Management System (QMS) in primary healthcare facilities including AAM-SHC, PHC, and UPHC. She explained the requirements of applicable NQAS standards, emphasizing the importance of documentation and key elements such as SOPs, records, committee constitution, and procedures including PSS, audits, and assurance mechanisms. The session highlighted the use of quality tools for gap identification and action planning, with participants engaging in a practical exercise to strengthen their understanding of applying these tools for effective QMS assessment.



Session 3.2 Session on Area of Concern E (E10-E16, E24) (Specific Clinical Services & Expanded Packages for AAM-SHC)

Dr. Poonam Joon, External faculty, explained Standards E10–E16 and E24, elaborating on their measurable elements and checkpoints across different levels of healthcare facilities. She emphasized the application of these standards in practical assessment scenarios, ensuring clarity on compliance requirements and evaluation methodology. Additionally, she highlighted the expanded range of services at AAM-SHC, outlining how the facility has broadened its scope to cover more comprehensive clinical and support services, thereby strengthening its alignment with accreditation benchmarks and patient-centered care objectives.



Session 3.3 Assessment of National Health Program (E23)

Dr. J. N. Srivastava as External Faculty, conducted a session on the Assessment of National Health Programs (NHPs), emphasizing their role in delivering comprehensive care and the importance of quality assessment at both primary and secondary care facilities. The discussion covered key programs including health system strengthening, communicable and non-communicable diseases, vector-borne disease control, nutrition, surveillance, and maternal and child health. He highlighted the integration of referral services across levels of care and outlined assessment requirements as per the NQAS checklist. The session reinforced that secondary hospitals not only provide referral services but also deliver NHP activities, with quality assurance focusing on critical areas such as manpower availability, provider knowledge, diagnostic and treatment facilities, and effective referral systems.



Session 3.4 Session on Area of Concern-E (E17-E22) RMNCHA+ Services

Dr. Poonam Joon conducted a session to capacitate participants in assessing service compliance under RMNCAH+N across all levels of healthcare facilities. She discussed the applicable NQAS standards for evaluating services in AMM-SHC, PHC, and UPHC, elaborating on service availability under each component and highlighting key requirements of family planning, adolescent health, and nutrition programs. The session addressed standards related to antenatal, intranatal, and postnatal care; newborn and child health; family planning and abortion; and adolescent health, with additional briefing on vaccines. To contextualize the standards, she shared real hospital photographs, enabling participants to link compliance requirements with practical scenarios and strengthening their understanding of RMNCAH+N service assessment across the continuum of care.



Session 3.5 Session on Conduct of National Level Assessments (Ethics & Code of Conduct)

Ms. Vinny Arora, Lead Consultant – QPS, led a session on the fundamentals of assessment, covering the definition, process steps, role of external assessors, audit man-days, and stages of National Assessments. She explained the documentation, records, and procedures required for certification, and highlighted important “Do’s and Don’ts” along with common challenges faced during NQAS evaluations. The session also addressed the conduct of assessments in virtual mode for AAM-SHCs and emphasized the code of conduct and ethics to be upheld by assessors, reinforcing professionalism and integrity in the assessment process.



Session 3.6: Exercise & Discussion with moderator

In this session, participants were engaged in three structured exercises based on the content covered on Day 3. The activities included identifying the Areas of Concern E and G under NQAS, assessing RMNCAH+N services across all levels of healthcare facilities, completing fill-in-the-blank exercises, and analyzing case scenarios drawn from specific clinical services at secondary care facilities. Participants worked in groups under the guidance of moderators, discussing and formulating their responses collaboratively. Each group's performance was evaluated, and scores were awarded by the moderators, reinforcing both comprehension and application of the assessment concepts.



DAY 4 – 11th JUNE 2026

The 4th day of the training started with a recap of the sessions conducted on Day 3 by Dr. Shikha Sharma, Consultant-QPS.

Session 4.1 Overview of Quality Management Systems II

Dr. Abhay Shayia, Senior Consultant – QPS, conducted a session on the practical application of quality improvement tools in hospital settings. Using various examples, she explained how to apply Pareto Analysis, Fish Bone Diagram, Control Chart, and Run Chart to analyze and address healthcare problems. Participants actively engaged in workbook exercises that required them to apply these tools to problem-solving scenarios, reinforcing their practical understanding. The session then transitioned to the risk management framework, where Dr. Abhay Dhayia, highlighted its significance for healthcare facilities, methods of risk reporting, and criteria for identifying risks such as adverse events, sentinel events, and near-miss events. She elaborated on risk categorization based on potential impact, the development of risk mitigation plans, and the use of tools like SWOT analysis and analogy for risk identification, along with systematic documentation in the risk register.



Session 4.2 Area of Concern-A (Service Provision)

Dr. Ranjit Mandal, Senior Consultant – QPS, conducted a session focusing on Area of Concern A: Service Provision under NQAS. He explained the requirements for ensuring the availability, accessibility, and quality of essential healthcare services across all levels of facilities, including AAM-SHC, PHC, and UPHC. The session emphasized the mandated package of services such as maternal and child health, family planning, communicable and non-communicable disease management, and emergency care. Dr. Mandal highlighted the importance of adherence to clinical protocols, patient safety standards, and responsiveness to patient needs, supported by proper documentation and evidence. The discussion reinforced the intent of Area of Concern A to guarantee comprehensive, continuous, and quality-assured service delivery, thereby strengthening patient trust and improving health outcomes.



Session 4.3: Session on Conducting Assessment Using Digital Records

A session was conducted on the use of digital records and national health portals to strengthen transparency, efficiency, and integration in healthcare service delivery by Mr. Anand Yadav, consultant, QPS. The discussion covered key platforms including DVDMS (Drug and Vaccine Distribution Management System) for inventory and supply chain management, e-Sanjeevani for telemedicine and remote consultations, NCD portal for monitoring non-communicable disease programs, and IHIP (Integrated Health Information Platform) for real-time disease surveillance and reporting. Participants were oriented on how these systems support accurate data entry, record maintenance, and program monitoring, while ensuring accountability and compliance with national standards. The session emphasized the importance of adopting digital tools to streamline documentation, reduce manual errors, and enable facilities and assessors to access reliable information for certification and quality improvement.



Session 4.4: Continual Quality Improvement and Action Plan for NQAS

Ms. Ratan Shekhawat, Consultant- QPS, took the session on Continual Quality Improvement. The Continual Quality Improvement (CQI) session aimed to familiarize participants with concepts related to continuous improvement in quality management. It covered key aspects such as the difference between continual and continuous improvement, the significance of change, tools for quality enhancement, and practical examples of CQI implementation, particularly in healthcare settings. The session elucidated the disparity between continual and continuous improvement. Continuous improvement was likened to an uninterrupted process, whereas continual improvement involved incremental advancements followed by pauses for evaluation and adjustment. She gave examples of how to prepare a model action plan for identified gaps and carried out an exercise for the same.



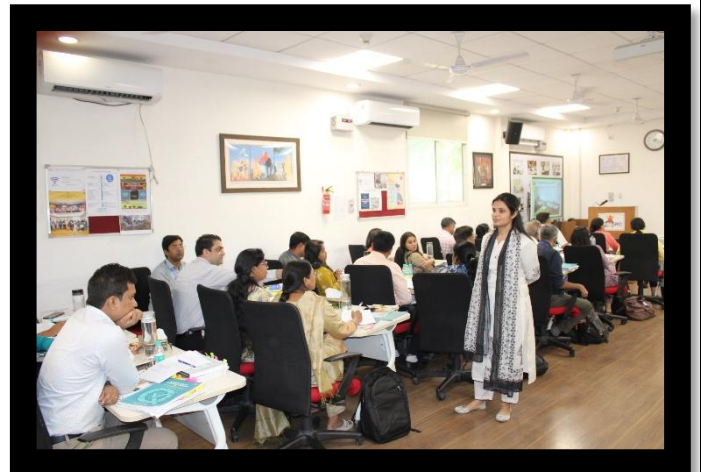
Session 4.5: Overview of KPIs and Outcome Indicators

Dr. Pratiksha Kashyap, Consultant – QPS, conducted a session on Key Performance Indicators (KPIs) and Outcome Indicators. The learning objective was to familiarize participants with key terminologies such as data, information, knowledge, outcome, output, and KPIs, while emphasizing the importance of indicators and the applicable standards and measurable elements to be assessed. She explained the four major areas of quality measurement—productivity, efficiency, clinical care, and service quality—and elaborated on the respective indicators, including productivity indicators, efficiency indicators, clinical care and safety indicators, and service quality indicators. The session highlighted how KPIs and outcome indicators can be effectively used for decision-making to improve service delivery. To reinforce learning, participants engaged in hands-on training exercises to calculate different key indicators, thereby strengthening their practical understanding of performance measurement in healthcare facilities.



Session 4.6: Key Components of Report Writing for NQAS Certification

Ms. Rachana Kumari, Senior Consultant – QPS, conducted a session on the framework and principles of report writing following facility assessments. She explained the stepwise process to be followed while preparing assessment reports, along with the timelines for submission. The session emphasized the importance of detailing identified gaps with clear explanations and, wherever possible, supporting them with pictures. She also outlined the rules for report submission and the requirement of providing feedback on the SaQsham portal. Participants were guided on how to draft precise gap statements for inclusion in the executive summary, enabling facilities to prepare actionable plans for gap closure. In addition, she highlighted the mandatory documents and activities—including submission of feedback on the SaQsham portal—that are essential for successful completion and acceptance of assessment report.



Session: 4.7 Role Play:

In this session, Role plays on the importance of evidence generation & recording were demonstrated by the QPS Team under the leadership of Dr Abhay Dahiya and Ms. Rachana.



Session 4.7: Exercises on Area of Concern G & H

During the group exercise, all participants were provided with the exercise workbook and guided by designated moderators. The exercises were designed around analytical tools including Pareto analysis, Run Chart, and FMEA under AoC G. Each group was facilitated by one moderator, who supported and directed participants in completing the assigned tasks. At the conclusion of the session, moderators assessed individual participation and awarded group exercise scores to each member, ensuring that engagement and contribution were formally recognized.



Session: 4.8 Briefing about the Field Visit:

Dr. Alisha Sharma, Consultant-QPS, outlined the objectives and guidelines for the demonstration field visit. She briefed participants on the selected health facilities and transportation arrangements, and shared details of the twelve groups formed, each of which was assigned a coordinator from NHSRC. She emphasized that the exercise was only a demonstration and not an official assessment, with the focus placed on fact-finding rather than fault-finding. Participants were advised to support and enhance facility processes without enforcement, to prioritize patient care at all times, and to apply the assessment methods of Observation (OB), Staff Interview (SI), Patient Interview (PI), and Record Review (RR).

DAY 5 :- 12th JUNE 2026

Field Visit at AAM-SHC for Mock Assessment

On the fifth day of the training, all twelve groups undertook a mock assessment visit to their assigned AAM-SCs, accompanied by facilitators from the QPS division. The selected facilities were located across Gurgaon and Uttar Pradesh. Each participant was provided with the AAM-SC checklist and tasked with assessing the designated department within a three-hour timeframe. The groups departed NHSRC at 8:00 AM and reached their respective facilities by 9:00 AM. Following completion of the exercise, all groups returned to the training venue by 2:00 PM. The detailed list of groups and facilities visited is enclosed as Annexure F.



Group presentation on Field visit:

All twelve groups were allotted two hours to complete score entry in the AAM-SC checklist using their laptops. Based on the assessment findings, each group prepared a PowerPoint presentation in the prescribed format. Presentations were structured with a ten-minute slot for delivery followed by five minutes of discussion. A three-member evaluation panel reviewed each group's presentation and awarded scores across five defined parameters, ensuring consistency and fairness in the assessment process.



DAY 6- 13th June 2026

Revision Session of the last 5 days

Dr. Vinny Arora, Lead Consultant – QPS, conducted the session in an interactive format, engaging participants in discussions on the Areas of Concern (AoCs), standards, and departmental applications under NQAS. This participatory approach significantly enhanced conceptual clarity, enabling participants to grasp essential aspects of NQAS more effectively. The session provided valuable preparation for the upcoming examination, ensuring that participants were well-oriented with the framework and its practical implication.



POST TRAINING EVALUATION

On the sixth day, participants underwent an evaluation based on the training conducted over the previous five days. Each participant received a question paper comprising multiple-choice questions, a case study, and descriptive questions—distributed across five different sets. Prior to attempting the question paper, participants completed a spotting exercise, where they were required to identify gaps based on slides shown to them. These gaps had to be documented as a gap statement, their relevant Standard, and Measurable Element.

Training Feedback and Closing Ceremony

Dr. Rajiv Kumar Pathni delivered the valedictory address. Both of them thanked all the participants for their active participation and sincerity in the training. A few participants shared their feedback on the training. They said that this training was fruitful for them, and they had learned good practices. They expressed that after going through this program, their knowledge and skills have been upgraded with respect to Quality, which they will implement at their respective organizations. Lastly, there was a prize distribution for groups that presented the top 3 group presentations after their field visit on Day 5.

FEEDBACK

The daily feedback received for each session have been analyzed and analyzed report is attached as Annexure G.

Some participants made the following **suggestions**:

- Sessions should be conducted in both English and Hindi to ensure wider comprehension and inclusivity.
- Greater emphasis on practical demonstrations and case studies would help in reinforcing theoretical concepts.
- A request was made for follow-up resource material and guidance notes to support implementation at the facility level.

LEGAL AND ETHICAL COMPLIANCE

In accordance with the provisions of the Legal and Ethical Review Process outlined in the Assessor Training Manual, and to ensure adherence to applicable intellectual property norms, data protection requirements, confidentiality obligations, and core ethical principles such as integrity, impartiality, fairness, professional conduct, and conflict-of-interest management, it has been decided to systematically review the content and materials of Assessor Training Programme prior to their delivery, ensuring that all components meet the required legal and ethical standards and are compliant with established guidelines.

An Ethical Review Committee was formed which reviewed the training curriculum, session materials, assessment tools, and data protection safeguards for the 51st Batch of External Assessors' Training Programme. Based on detailed examination, the Committee confirmed that the content and associated processes are in compliance with applicable contractual, intellectual property, confidentiality, and ethical requirements, including principles of integrity, impartiality, fairness, and conflict-of-interest management. Accordingly, the 51st Batch of External Assessors' Training Programme was cleared for commencement from 08th June 2026 to 13th June 2026.

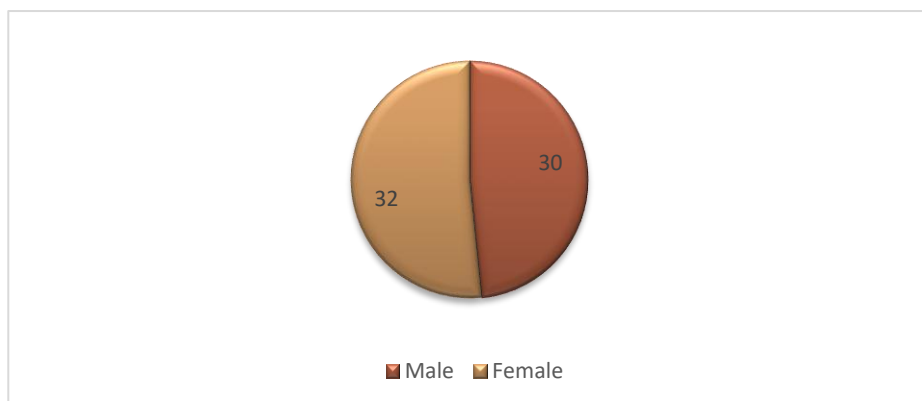
List of Group of Participants of EAT-51

S.NO	Group	Seat	Name of Candidate	Male / Female	State
1.	A	A1	Dr Deepak Polpakra	M	Haryana
2.		A2	Dr Ram Kumar Garg	M	Uttar Pradesh
3.		A3	Ms Shilpa Gandhi	F	New Delhi
4.		A4	Dr Anju Laddha	F	Rajasthan
5.		A5	Ms Shaik Anushka	F	Andhra Pradesh
6.		A6	Dr Keshav Tukaram Handge	M	Maharashtra
7.		A7	Dr Annapoorna KN	F	Karnataka
8.		A8	Mr Suraram Rajashekar	M	Telangana
9.	B	B9	Dr Atul Bhanu Rairker	M	Haryana
10.		B10	Dr Ankit Mehrotra	M	Uttar Pradesh
11.		B11	Dr Nupur Garg	F	New Delhi
12.		B12	Dr Kalpana Bindal	F	Rajasthan
13.		B13	Dr Divya P	F	Andhra Pradesh
14.		B14	Ms Pragati Patil	F	Karnataka
15.		B15	Dr Amit Rajendra Lokhande	M	Maharashtra
16.		B16	Mr Mehaboobpasha Karajagi	M	Karnataka
17.	C	C17	Dr Dinesh Singh	M	Haryana
18.		C18	Dr Isha	F	Uttar Pradesh
19.		C19	Col (Dr) Shailja Karki	F	Uttarakhand
20.		C20	Gp Capt (Dr) Mudit Sharma	M	Rajasthan
21.		C21	Ms Kanteti Aruna	F	Andhra Pradesh
22.		C22	Dr Yogesh Pandit Patil	M	Maharashtra
23.		C23	Dr Irana S Dharwadkar	F	Karnataka
24.		C24	Dr Jaideep Kumar	M	Haryana
25.	D	D25	Dr Neha Dewan	F	Haryana
26.		D26	Dr Manali Agarwal	F	Uttar Pradesh
27.		D27	Dr Narender Goswami	M	New Delhi
28.		D28	Dr Jatin jain	M	Rajasthan
29.		D29	Ms Sanda Lokeshwari	F	Andhra Pradesh
30.		D30	Ms Sivakami K	F	Tamil Nadu
31.		D31	Mr K N Shree Krishna	M	Karnataka
32.		D32	Dr Shyam Kumar Adapa	M	Odisha

33.	E	E33	Ms Ritu Kumari	F	Haryana
34.		E34	Dr Shefali Verma	F	Uttar Pradesh
35.		E35	Dr Ramandhar Prasad	M	New Delhi
36.		E36	Dr Anand Dixit	M	Bihar
37.		E37	Dr Princey Verma	F	Gujarat
38.		E38	Dr R. Muraleedharan	M	Kerala
39.		E39	Dr Ravindra Singh	M	Madhya Pradesh
40.		E40	Ms D Nagarani	F	Telangana
41.	F	F1	Ms Ruchika	F	Haryana
42.		F42	Dr Richa Gupta	F	Uttar Pradesh
43.		F43	Dr Prashant Kumar Jha	M	Bihar
44.		F44	Dr Prabhu Narayan Pradhan	M	Chhattisgarh
45.		F45	Dr Sushil Sharma	M	Uttarakhand
46.		F46	Dr Mahesh K	M	Kerala
47.		F47	Ms Amrapali Kushab Murar	F	Maharashtra
48.		F48	Dr Anita David	F	Tamil Nadu
49.	G	G49	Dr Archana Gupta	F	Haryana
50.		G50	Ms S. Easwari	F	Uttar Pradesh
51.		G51	Dr Altaf Yousuf Mir	M	New Delhi
52.		G52	Dr Manish Kumar Gupta	M	Mizoram, Uttar Pradesh
53.		G53	Mr Hemnadh Gurramkonda	M	Andhra Pradesh
54.		G54	Ms Vijaya Shashikant Gugale	F	Bihar
55.		G55	Dr Aparna VP	F	Kerala
56.	H	H56	Dr Pratibha Rana	F	Haryana
57.		H57	Dr Rohan Thakur	M	Himachal Pradesh
58.		H58	Dr Sandeep A Chavan	M	Maharashtra
59.		H59	Dr S Ponnarasu	F	Tamil Nadu
60.		H60	Ms Y Venkata Lakshamma	F	Telangana
61.		H61	Mr Swayam Prakash Pandey	M	Uttar Pradesh
62.		H62	Dr Purba Jyoti Nath	F	West Bengal

Equity Report on Gender & Geographical distribution of participants

For the 51st batch of National External Assessor Training at NHSRC New Delhi, applications from participants were collected through CVs via e mail. Based on the eligibility criteria, participants were shortlisted for the training. A total of 62 Participants were shortlisted and invited to attend the training. The details distribution is as follows:

**Geographical Distribution:**

S.NO	State	No. of Candidates
1.	Andhra Pradesh	5
2.	Bihar	3
3.	Chhattisgarh	1
4.	Gujarat	1
5.	Haryana	9
6.	Himachal Pradesh	1
7.	Karnataka	5
8.	Kerala	3
9.	Madhya Pradesh	1
10.	Maharashtra	5
11.	Mizoram	1
12.	New Delhi	5
13.	Odisha	1
14.	Rajasthan	4
15.	Tamil Nadu	3
16.	Telangana	3
17.	Uttar Pradesh	8
18.	Uttrakhand	2
19.	West Bengal	1

Day Wise Group Exercise Scoring

ID No	Name of the Participant	Day 1 (20)	Day 2 (30)	Day 3 (20)	Day-4 (20)	Total 90	Average (25)
A1	Dr Deepak Polpakra	14.5	26.5	18	19	78	22
A2	Dr Ram Kumar Garg	14	24.5	17	16	71.5	20
A3	Ms Shilpa Gandhi	15.5	26.5	19	18	79	22
A4	Dr Anju Ladda	16	25.5	18	17.5	77	21
A5	Ms Shaik Anushka	14.7	24.5	17	17	73.2	20
A6	Dr Keshav Tukaram Handga	14.5	24.5	17	16.5	72.5	20
A7	Dr Annapurna KN	18.5	28.5	20	19	86	24
A8	Mr Suraram Rajashekar	14.5	25.5	15	16.5	71.5	20
B9	Dr Atul Bhanu Rairker	18	27	17.5	18.5	81	23
B10	Dr Ankit Mehrotra	18	27	17.5	18.5	81	23
B11	Dr Nupur Garg	18	27.5	17.5	18.5	81.5	23
B12	Dr Kalpana Bindal	18	27	17.5	18.5	81	23
B13	Dr Divya P	18	26.5	17.5	18.5	80.5	22
B14	Ms Pragati Patil	18	26	17.5	18.5	80	22
B15	Dr Amit Rajendra Lokhande	18	27.5	17.5	18.5	81.5	23
B16	Mr Mehboobpasha Karajagi	18	26.5	17.5	18.5	80.5	22
C17	Dr Dinesh Singh	17.5	25.3	18	18.5	79.3	22
C18	Dr Isha	17.5	26.3	18	18.5	80.3	22
C19	Col (Dr) Shailja Karki	17.5	26	18	18.5	80	22
C20	Gp Capt (Dr) Mudit Sharma	17.5	25.5	18	18.5	79.5	22
C21	Ms Kanteti Aruna	17.5	24.9	18	18.5	78.9	22
C22	Dr Yogesh Pandit Patil	17.5	25.2	18	18.5	79.2	22
C23	Dr Irana S Dharwadkar	17.5	24.9	18	18.5	78.9	22
C24	Dr Jaideep Kumar	17.5	26.3	18	18.5	80.3	22
D25	Dr Neha Dewan	19	26	17.5	16.5	79	22
D26	Dr Manali Agarwal	18	26	17.5	16	77.5	22
D27	Dr Narender Goswami	18	25.5	17.5	17	78	22
D28	Dr Jatin Jain	17	25.5	17.5	17	77	21
D29	Ms Sanda Lokeshwari	17	24.5	17.5	17	76	21
D30	Ms Sivakami K	17	26.5	17.5	14.5	75.5	21

D31	Mr K N Shree Krishna	18	25.5	17.5	18	79	22
D32	Dr Shyam Kumar Adapa	18	25.5	17.5	17	78	22
E33	Ms Ritu Kumari	19	26	18.5	18	81.5	23
E34	Dr Shefali verma	17	26	18.5	18	79.5	22
E35	Dr Ramandhar Prasad	19	26	18.5	18.5	82	23
E36	Dr Anand Dixit	18	26	18.5	19	81.5	23
E37	Dr Princey Verma	20	27	18.5	19	84.5	23
E38	Dr R. Muraleedharan	17	26	18.5	18	79.5	22
E39	Dr Ravindra Singh	19	26	18.5	19	82.5	23
E40	Ms D Nagarani	16	24	18.5	18	76.5	21
F41	Ms Ruchika	18	26	14	17	75	21
F42	Dr Richa Gupta	18.5	28	15	18	79.5	22
F43	Dr Prashant Kumar jha	19	28	14	18	79	22
F44	Dr Prabhu Narayan Pradhan	18.5	27.5	15	18	79	22
F45	Dr Sushil Sharma	19	27	14.5	18	78.5	22
F46	Dr Mahesh K	19	26.5	14.5	19	79	22
F47	Ms Amrapali Kushab Murar	18.5	27	15.5	17	78	22
F48	Dr Anita David	17.5	27.5	14	18	77	21
G49	Dr Archana Gupta	16	27.5	14	14	71.5	20
G50	Ms S. Easwari	15.7	25.5	14	15	70.2	20
G51	Dr Altaf Yousuf Mir	15.5	27.5	15	14	72	20
G52	Dr Manish kumar Gupta	15	27	14	14	70	19
G53	Mr Hemnadh Gurramkonda	14.7	27.5	14	12	68.2	19
G54	Ms. Vijaya Shashikant Gugale	17	27.5	17	14	75.5	21
G55	Dr Aparna VP	16	27	12	12	67	19
H56	Dr Pratibha Rana	18.5	21.5	18	18	76	21
H57	Dr Rohan Thakur	18.5	22.5	18	18	77	21
H58	Dr Sandeep A Chavan	18.5	23	18	18	77.5	22
H59	Dr S Ponnarasu	18.5	21.5	17.5	18	75.5	21
H60	Ms Y Venkata Lakshmamma	18.5	19.5	17.5	18	73.5	20
H61	Mr Swayam Prakash Pandey	18.5	24.5	18	18	79	22
H62	Dr Purba Jyoti Nath	18.5	25	18	18	79.5	22

List of Re-Appear Candidates

S.No	ID	Name
1.	R1	Mr Pawan Duggal
2.	R2	Mrs Velma Victor
3.	R3	Dr Nidhi Meena
4.	R4	Ms. Sheen S P Belsylin
5.	R5	Dr. Mahesh Dattatraya Patil
6.	R6	Dr Deepa Chandragouda Patil
7.	R7	Dr. Madhumati S Dhawad
8.	R8	Mr. Sanower John Lal
9.	R9	Dr. Veena Asthana
10.	R10	Dr. Kiran Chaudhary

List of Qualified Participants of 51st Batch of External Assessors' Training

S. No	Name
1.	Dr Annapoorna KN
2.	Dr Princey Verma
3.	Dr Kalpana Bindal
4.	Ms. Vijaya Shashikant Gugale
5.	Dr Ravindra Singh
6.	Dr Rohan Thakur
7.	Dr Neha Dewan
8.	Dr Purba Jyoti Nath
9.	Dr Nupur Garg
10.	Dr Richa Gupta
11.	Dr Manali Agarwal
12.	Dr Isha
13.	Dr Anand Dixit
14.	Dr Pratibha Rana
15.	Dr Atul Bhanu Rairker
16.	Ms Shilpa Gandhi
17.	Dr Divya P
18.	Dr Manish kumar Gupta
19.	Dr Dinesh Singh
20.	Ms Kanteti Aruna
21.	Dr Mahesh K
22.	Dr Narender Goswami
23.	Ms Y Venkata Lakshamma
24.	Dr Sandeep A Chavan
25.	Dr Deepak Polpakra
26.	Ms Ruchika
27.	Dr Yogesh Pandit Patil
28.	Gp Capt (Dr) Mudit Sharma
29.	Ms Amrapali Kushab Murar
30.	Dr Shefali Verma
31.	Ms S. Easwari
32.	Dr Prashant Kumar Jha
33.	Dr Amit Rajendra Lokhande

34.	Dr Aparna VP
35.	Mr Swayam Prakash Pandey
36.	Dr Jatin Jain
37.	Ms D Nagarani
38.	Dr Altaf Yousuf Mir
39.	Dr Jaideep Kumar
40.	Mr K N Shree Krishna
41.	Dr Shyam Kumar Adapa
42.	Dr Anju Laddha
43.	Dr Prabhu Narayan Pradhan
44.	Col (Dr) Shailja Karki
45.	Mr Mehaboobpasha Karajagi
46.	Dr R.Muraleedharan
	Re-appear Candidates
1.	Ms. Sheen S P Belsylin
2.	Mr Pawan Duggal
3.	Dr. Kiran Chaudhary
4.	Dr Deepa Chandragouda Patil

Field Visit Group

Group	Facility	Participant ID	Participant Name	Facilitator
1	AAM-SHC Islampur, Gurugram	E38	Dr R. Muraleedharan	Dr. Utkarsh
		B13	Dr Divya P	
		F43	Dr Prashant Kumar Jha	
		H60	Ms Y Venkata Lakshmmamma	
		A6	Dr Keshav Tukaram Handge	
2	AAM-SHC Chandu, Gurugram	G50	Ms S. Easwari	Dr. Aditi Sharma
		A1	Dr Deepak Polpakara	
		C17	Dr Dinesh Singh	
		D30	Ms K Sivakami	
		E37	Dr Princey Verma	
3	AAM-SHC Sarhol, Gurugram	B12	Dr Kalpana Bindal	Dr. Surbhi
		D29	Ms Sanda Lokeswari	
		C21	Ms Kanteti Aruna	
		E40	Ms D Nagarani	
		H62	Dr Purba Jyoti Nath	
4	AAM-SHC Teekli, Gurugram	C22	Dr Yogesh Pandit Patil	Ms. Bharti
		E39	Dr. Ravindra Singh	
		D31	Mr K N Shree Krishna	
		B15	Dr Amit Rajendra Lokhande	
		G53	Mr Hemanadh Gurramkonda	
5	AAM-SHC Dhankot, Gurugram	E34	Dr Shefali Verma	Dr. Pratiksha
		H59	Dr S Ponnarasu	
		G54	Ms Vijaya Shashikant Gugale	
		D25	Dr Neha Dewan	
		A8	Mr Suraram Rajashekar	
6	AAM-SHC Karterpuri, Gurugram	F47	Ms Amrapali Murar	Ms. Nupur
		A2	Dr Ram Kumar Garg	
		C19	Col (Dr) Shailja Karki	
		H57	Dr Rohan Thakur	
		G51	Dr Altaf Yousuf Mir	
7	AAM-SHC Gijhore, GB Nagar	B14	Ms Pragati Patil	Dr. Priyam Deb
		D27	Dr Narender Goswami	
		F45	Dr Sushil Sharma	
		E33	Ms Ritu Kumari	
		H61	Mr Swayam Prakash Pandey	
8	AAM-SHC Dhanauri	A7	Dr. Anapoorna KN	Mr. Hari

	Kalan, GB Nagar	C20	Gp(Capt) Mudit Sharma	
		E35	Dr. Ramandhar Prasad	
		F41	Ms. Ruchika	
		H58	Dr. Sandeep A. Chavan	
9	AAM-SHC Dhoom Manikpur, GB Nagar	B9	Dr Atul Bhanu Rairker	Ms. Kajal
		F48	Dr Anita David	
		G52	Dr Manish Kumar Gupta	
		H56	Dr Pratibha Rana	
		A5	Ms Shaik Anusha	
		D26	Dr Manali Agarwal	
10	AAM-SHC Badalpur, GB Nagar	F46	Dr Mahesh K	Ms. Kanvi
		B10	Dr Ankit Mehrotra	
		C24	Dr Jaideep Kumar	
		E36	Dr Anand Dixit	
		A4	Dr Anju Laddha	
11	AAM-SHC Kudikhera, GB Nagar	D32	Dr Shyam Kumar Adapa	Mr. Nunsang
		C23	Dr Irana S Dharwadkar	
		G49	Dr Archana Gupta	
		F42	Dr Richa Gupta	
		B16	Mr Mehaboobapasha Karajagi	
		A3	Ms Shilpa Gandhi	
12	AAM-SHC Navada, GB Nagar	B11	Dr Nupur Garg	Ms. Shraiya Srivastava
		G55	Dr Aparna VP	
		C18	Dr Isha	
		D28	Dr Jatin Jain	
		F44	Dr Prabhu Narayan Pradhan	

Participant Feedback Analysis

A. Session wise Feedback Score:

Resource Person	Session Name	Overall Compliance
Day:-01		
Dr. Rajiv Pathni	Session 1:-Overview of the Public Health System and NQAS	4.65
Dr Deepika Sharma	Session2 :-Introduction to NQAS and Area of Concerns	4.67
Ms. Vinny Arora	Session 3: Measurement Systems under National Quality Assurance Standards	4.67
Day :02		
Dr. Abhay Dahiya	Session01: Area of Concern B (Patient Rights)	4.50
Dr Anuradha Jain	Session 02 : Overview of Ayushman Arogya Mandir- Sub Health Centre	4.61
Dr Amrita Rastogi	Session 03: Area of Concern-C (Inputs)	4.20
Dr Vineeta Dhankhar	Session 04: Area of Concern-D	4.46
Dr Neeraj Gautam	Session 05 : Area of Concern E (Clinical services)	4.44
Dr Siddhi Dhond	Session 06: Area of Concern -F (Infection Control)	4.44
Day :03		
Dr Arpita Agrawal	Session 01 : Overview of Quality management systems	4.62
Dr. Poonam Joon	Session 02: Area of Concern E (E10-E24)	4.87
Dr J N Srivastava	Session 03 : Assessment under National Health Programmes	4.53
Dr. Poonam Joon	Session 04: Area of Concern E (E17-E22)	4.86

Ms. Vinny Arora	Session 05: Conduct of National Assessments (Ethics & Code of conduct)	4.74
Day :04		
Dr Abhay Dahiya	Session 01 :Area of Concern -G(II)	4.50
Dr Ranjit Mandal	Session 02 :Area of Concern -A	4.42
Mr Anand Yadav	Session 03 : Assessment using Digital records	4.37
Dr. Pratiksha Kashyap	Session 04 : Area of Concern -H	4.46
Ms. Rachana Kumari	Session 05: Continual Quality Improvement and Action Plan for NQAS assessed facilities	4.48
Dr. Ratan Shekhawat	Session 06: Key Components of Report writing for NQAS Certification	4.48
Day :06		
Ms. Vinny Arora	Session 01: Revision	4.85

A. Session wise Feedback Score: (External Faculty)

Day 3		
Dr. Poonam Joon	Session 02: Area of Concern E (E10-E24)	4.87
Dr J N Srivastava	Session 03 : Assessment under National Health Programmes	4.53
Dr. Poonam Joon	Session 04: Area of Concern E (E17-E22)	4.86

B. Average Day wise Feedback score:

51st EAT Day-wise Feedback Score		
S.No.	Day	Day-wise Score
1	Day 1	4.66
2	Day 2	4.44
3	Day 3	4.71
4	Day 4	4.46
5	Day 5	4.61
6	Day 6	4.85

C. Overall Training Feedback Score:

51st EAT Overall Training Feedback		
S.No.	Attribute	Score
1	The usefulness of the information received in the training	4.79
2	The structure of training sessions	4.74
3	The Pace of the training sessions	4.58
4	Inclusion of relevant exercises and activities	4.76
5	Easy-to-follow content, language and instructions	4.67
6	Well balanced theory and practical elements	4.65
7	The usefulness of the training material	4.69
8	Overall rating of the training	4.79

C. Most Liked Session:

S.No.	Session	Resource Person	Score
1	Area of Concern E (+RMNCHA services)	Dr. Poonam Joon	4.86
2	Revision	Ms. Vinny Arora	4.74
3	Introduction of NQAS and AOC	Dr Deepika Sharma	4.67

D. Most Liked Trainer:

S.No.	Name of Trainer	Score
1	Dr. Poonam Joon	4.86
2	Ms. Vinny Arora	4.74
3	Dr Deepika Sharma	4.67



Tentative Agenda

51st External Assessors' Training on NQAS

Pre-Training Orientation

Saturday, 6th June 2026

06 th June 2026 (Saturday)		
Time	Topic	Resource Person
10:00 AM – 10:15 AM	Registration (Virtual Mode)	Dr. Alisha Sharma Consultant, QPS
10:15 AM – 10:30 AM	Welcome & Overview of 51 st EAT	Gp Capt. (Dr)Rajiv Pathni Advisor-QPS
10:30 AM – 11:30 AM	Overview of Public Health System and NQAS: • Indian Public Health System (IPHS) • Operational Guidelines • Buzz words (Area of Concern, Standards) • Assessment Guidebooks • NHSRC, QPS microsite	Dr. Neeraj Gautam Sr. Consultant, CU, QPS
11:30 AM – 12:00 PM	Brief Introduction to National Quality Assurance Standards	Dr. Ranjit Mandal Sr. Consultant, CU, QPS
12:00 PM – 12:30 PM	Post Orientation Evaluation	
12:30 PM-1:00 PM	Discussion and Q&A Session	



Agenda

**51st Batch of External Assessors' Training for National
Quality Assurance Standards**

8th June to 13th June 2026

Venue: Chintan Hall, First Floor, NHSRC New Delhi



Day 1 – 8 th June2026 (Monday)		
Time	Topic	Resource Person
08:30 AM - 09:00 AM	Registration	QPS Team
09:00 AM - 09:30 AM	Pre-Training Evaluation	QPS Team
Inaugural session		
09:30 AM - 09:40 AM	Welcome Address -Aims & Objectives	Gp Capt. (Dr) Rajiv Pathni Advisor- QPS
09:40 AM - 09:45 AM	Lamp Lighting	
09:45AM- 9:50 AM	Welcome Address	Dr. Pragya Sharma ED NHSRC
09:45 AM - 10:15 AM	Introduction of Participants	
10:15 AM -10:20 AM	Vote of Thanks	Ms. Vinny Arora Lead Consultant – CU, QPS
10:20 AM - 11:00 AM	Group Photograph followed by Tea	
11:00 AM -12:00 PM	Overview of Quality and Patient Safety in Public Health System	Gp Capt. (Dr) Rajiv Pathni Advisor- QPS
12:00 PM - 01:15 PM	Introduction to NQAS and Area of Concerns	Dr Deepika Sharma Lead Consultant – QPS
01:15 PM - 02:00 PM	Lunch	
02:00 PM – 03:15PM	Measurement Systems under National Quality Assurance Standards	Ms Vinny Arora Lead Consultant- CU, QPS
03:15 PM – 04:15 PM	Exercise on Intent of Area of Concern	QPS Team
04:15 PM - 04:30 PM	Tea Break	
04:30 PM – 5:30 PM	Group Exercise	QPS team



Day 2 – 9 th June 2026 (Tuesday)		
Time	Topic	Resource Person
09:00 AM - 09:15 AM	Recap of Day 1	Ms. Kajal Jumnani, Consultant CU, QPS
09:15 AM – 10:00 AM	Area of Concern -B (Patient Rights)	Dr. Abhay Dahiya, Sr. Consultant, QPS
10:00AM – 11:00 AM	Overview of Ayushman Arogya Mandir, Sub- Health Centre	Dr. Anuradha Jain Advisor CP-CPHC
11:00 AM – 11:15 AM	Tea Break	
11:15 AM – 12:00 PM	Area of Concern- C (Inputs)	Dr. Amrita Rastogi Consultant, CU, QPS
12:00 PM -1:15 PM	Area of Concern- D (Support Services)	Dr. Vineeta Dhankar, Sr. Consultant, QPS
1: 15 PM – 02:00PM	Lunch Break	
2:00PM – 03:00PM	Area of Concern -E (Area of ConcernE1-9) General Clinical Services*	Dr. Neeraj Gautam Sr. Consultant, CU, QPS
03:00PM-04:00PM	Area of Concern – F (Infection Control)	Dr. Siddhi Dhond Consultant, QPS
04:00 PM – 04:15 PM	Tea Break	
04:15 PM – 05:15PM	Exercise on Area of Concern B,C, D & F	QPS Team
05:15 PM- 05:30 PM	Spotting Exercise on AOC D	QPS Team

***General Clinical Services**

E1 – Registration, Consultation & Admission

E2 -Clinical Assessment, Reassessment & Treatment Plan Preparation

E3 – Continuity of care of patient & referral

E4 – Nursing Care

E5 – High Risk & Vulnerable Patients



Day 3 – 10 th June 2026 (Wednesday)		
Time	Topic	Resource Person
09:00 AM - 09:15 AM	Recap of Day 2	Dr. Priyam Deb Consultant, CU, QPS
09:15 AM – 10:45 AM	Overview of Quality Management Systems (I)	Dr. Arpita Agarwal Sr. Consultant, QPS
10:45 AM – 11:00 AM	Tea Break	
11:00 AM-12:15 PM	Area of Concern E (E10-E16, E24)*** (Specific Clinical Services) (expanded packages for AAM-SHC)#	Dr. Poonam Joon External Faculty
12:15PM – 01:30 PM	Assessment on National Health Program E23(NHP)	Dr. JN Srivastava External Faculty
01:30 PM – 02:15 PM	Lunch Break	
02:15 PM - 03:15PM	Area of Concern-E (E17-E22) RMNCHA+ Services	Dr. Poonam Joon External Faculty
03:15 PM - 04:15 PM	Conduct of National Level Assessments (Ethics & Code of Conduct)	Ms. Vinny Arora Lead Consultant, CU, QPS
04:15 PM – 04:30 PM	Tea Break	
05:00PM – 05:30 PM	Group Exercises	QPS Team

***Specific Clinical Services E10 – Intensive Care E11 – Emergency Services & Disaster Management E12 – Diagnostic Services E13 – Blood Bank storage, management &	*RMNCHA+ Maternal Health Services E17 – Antenatal Care E18 – Intranatal Care E19 – Postnatal Care
	**Specific Clinical Services

transfusion	E20 – Newborn, Infant & Child Health
E14 – Anesthetic Services	Care
E15 – Operation Theatre Services	E21 – Abortion & Family Planning
E16 – Management of death & bodies of deceased patients	E22 – Adolescent, Reproductive & Sexual Health
E24 – Hemodialysis Services	

##Emergency, Elderly and Palliative, Eye, ENT, Oral, Mental Health, etc.



Day 4– 11 th June 2026 (Thursday)		
Time	Topic	Resource Person
09:00 AM - 09:15 AM	Recap of Day 3	Dr. Shikha Sharma Consultant, QPS
09:15 AM – 10:45 AM	Overview of Quality Management Systems (II)	Dr. Abhay Dahiya Sr. Consultant, QPS
10:45 AM-11:00 AM	Tea Break	
11:45 AM-12:00 Noon	Area of Concern-A (Service Provision)	Dr. Ranjit Mandal Sr. Consultant, CU, QPS
12:00 Noon - 12:45 PM	Assessment Using Digital Records	Mr. Anand Yadav Consultant, CU, QPS
12:45 PM – 01:45 PM	Continual Quality Improvement and Action Plan for NQAS assessed Facilities	Dr. Ratan Shekhawat Consultant, QPS
01:45PM – 02:15 PM	Lunch Break	
02:15PM-03:00PM	Area of Concern H (Outcome)	Dr. Pratiksha Kashyap Consultant, QPS
03:00PM – 03:45PM	Key Components of Report Writing for NQAS Certification	Ms. Rachana Kumari Sr. Consultant, QPS
03:45PM – 04:00 PM	Tea Break	
04:00 PM – 04:20 PM	Role Play	QPS Team
04:20 PM - 05:20 PM	Exercise on Area of Concern G & H	QPS Team
05:20 PM-05:30 PM	Briefing about the field visit and group work	Dr. Alisha Sharma Consultant, QPS



Day 5 – 12 th June 2026 (Friday)		
Time	Topic	Resource Person
09:00 AM – 01:00 PM	Field Visit	QPS Team
01:00 PM– 02:00 PM	Lunch	
02:00 PM – 03:00 PM	Scoring, Analysis, and Report Writing of the Field Visit	QPS Team
03:00 PM – 04:00 PM	Presentation & Discussion on Field Visit	QPS Team
04:00 PM – 04:15 PM	Tea Break	
04:15 PM – 05:30 PM	Presentation & Discussion on Field Visit	QPS Team

Day 6 – 13 th June 2026 (Saturday)		
Time	Topic	Resource Person
09:00 AM – 10:00 AM	Revision	Ms. Vinny Arora Lead Consultant, CU, QPS
10:00AM – 10:30 AM	Tea Break	
10:30 AM – 01:00 PM	Post Training Evaluation	QPS Team
01:00 PM – 01:30 PM	Valedictory/Feedback	QPS Team
01:30 PM onwards	Lunch	

Training coordinator- Dr. Alisha Sharma – (Consultant, QPS)
